ACES Quick Reference Guide

ACES Assistance

Login to **ACES** at:
aces.calpers.ca.gov

Visit the **ACES** Informational Web site at:
www.calpers.ca.gov/aces/

For What's New with ACES:
www.calpers.ca.gov/aces/whats-new.htm

For Current ACES User Guides:
www.calpers.ca.gov/aces/guides.htm

Contact the ACES Employer Assistance Center
Monday through Friday from 8:00 a.m. – 5:00 p.m.
1-888-Cal-PERS [225-7377]

Shortcut to: **ACES Health - press 4, then 1**
ACES Membership - press 4, then 2
ACES Payroll - press 4, then 3
ACES Public Agency Billing - press 4, then 4
Technical Support - press 3

Daily Operation

▶ ACES is available Monday through Saturday from 6:00 a.m. – 6:00 p.m. to perform your business transactions.

▶ For overnight processing, remember to submit your batch via View/Manage Batch by 3:00 p.m. each business day.

ACES User Account Information

▶ All ACES Users must login with their own Username and Password.

▶ Passwords are case-sensitive, must be 8-12 characters in length, and contain both alpha and numeric characters. Passwords cannot be the same as your Username.

▶ Passwords will expire every 60 days. New passwords cannot match one you have used in your last 10 password choices.

▶ If you are locked out of the system, please contact your Account Administrator to unlock your ACES account. If your Account Administrator is not available, please call CalPERS Technical Support at the number above.

Account Administrators

▶ For information on how to add, modify, or delete an ACES user account, please refer to the Account Administrator section in the complete ACES User Guide.

ACES Tips

Reminder: *Bold Green Italic* field names indicate required fields.

► ### Submit Your Batch After Completing Your Transactions

- Click **View/Manage Batch**
- Click on the **Edit** button next to the batch you are submitting for processing. All transactions associated with this batch will be listed.
- Verify your email address.
- Click **Submit Batch**
- A confirmation page will appear indicating your batch was successfully submitted to CalPERS.
- Keep a record of your Tracking ID (batch number) for next day processing.
- A summary of your transactions will be sent to you via email

► ### Next Day Process

1. **Retrieve your Detail Report**

   - Click **Status**
   - Click **Retrieve Files**
   - Click **Get Records**
   - Find the Detail Report under your Username and Tracking ID (batch).
   - Click **View** and review the Detail Report
   Note: You can also find the Summary Report using the above steps.

2. **Correct your Agency Errors**

   - Click **View/Manage Batch**
   - Identify batch(es) with errors indicated with the red **Error in Batch** message.
   - Click the **Tracking ID Number** next to the batch that requires correction.
   - Click the **Transaction Number** next to the transaction that requires correction.
   - Make the appropriate corrections and save the transaction.
   - This transaction will now be checked as "fixed" in your Batch Error Transaction Listing and assigned a new batch number. The transaction will not actually be fixed until the batch is submitted to CalPERS and processed.
   - When you have corrected all erred transactions, the batch will close automatically.
   - Follow the steps above regarding **Submitting Your Batch After Completing Your Transactions**
   - For more detailed information regarding the Error Correction Process, see the complete ACES User Guide at *www.calpers.ca.gov/aces/guides.htm*